



**BCM RIs 6.0**

# **Professional Call Recording**

**Task Based Guide**

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# Professional Call Recording

## Overview

Professional call recording offers an automated call recording solution based upon the DN, and can include forwarded or transferred calls. The application can capture calls to different locations such as an Email account or networked computer. This requires a 3<sup>rd</sup> party application that is capable of capturing the audio data and storing it. Although the 3<sup>rd</sup> party application is currently unavailable at the time of writing, a developer partner interface can be found at [www.avaya.com](http://www.avaya.com). Calls can be manually recorded by the use of a feature code (F995), or set to automatically record. Professional Call Recording supports:

- 2-party calls – (either internal to internal, or internal to external calls).
- Ad-hoc or multi party conference calls.
- Meet-Me conference calls.
- DISA and Auto DN calls.
- Supports FAX recording.

Call tracking information is always captured during the recording process, this information can include:

- DN of the caller.
- DN of the person being called.
- Time of the call (with time zone information).
- Length of the recording.
- Line being used in the call (dependant on call type).
- Number of participants (if it is a conference call).
- Entry and exit times of conference participants.
- Call tagging events and time.

## Requirements

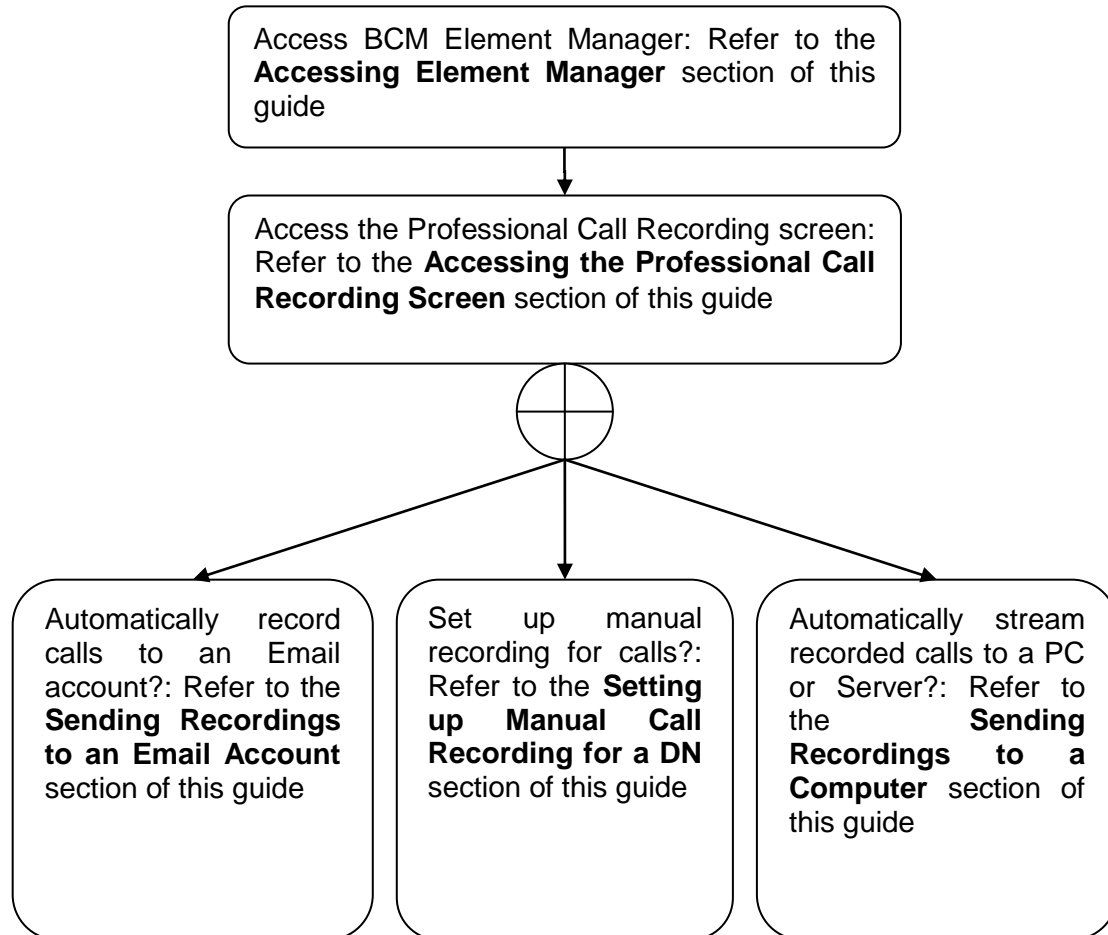
- A minimum of one Professional Call Recording keycode must be purchased to enable this feature.
- You must have Administrator rights to configure the service through BCM Element Manager.

## Maximum Number of Concurrent Call Recordings per platform

BCM50	16
BCM450 (without a Capacity Expansion Card installed)	40
BCM450 (with a Capacity Expansion Card installed)	80

## Flowchart

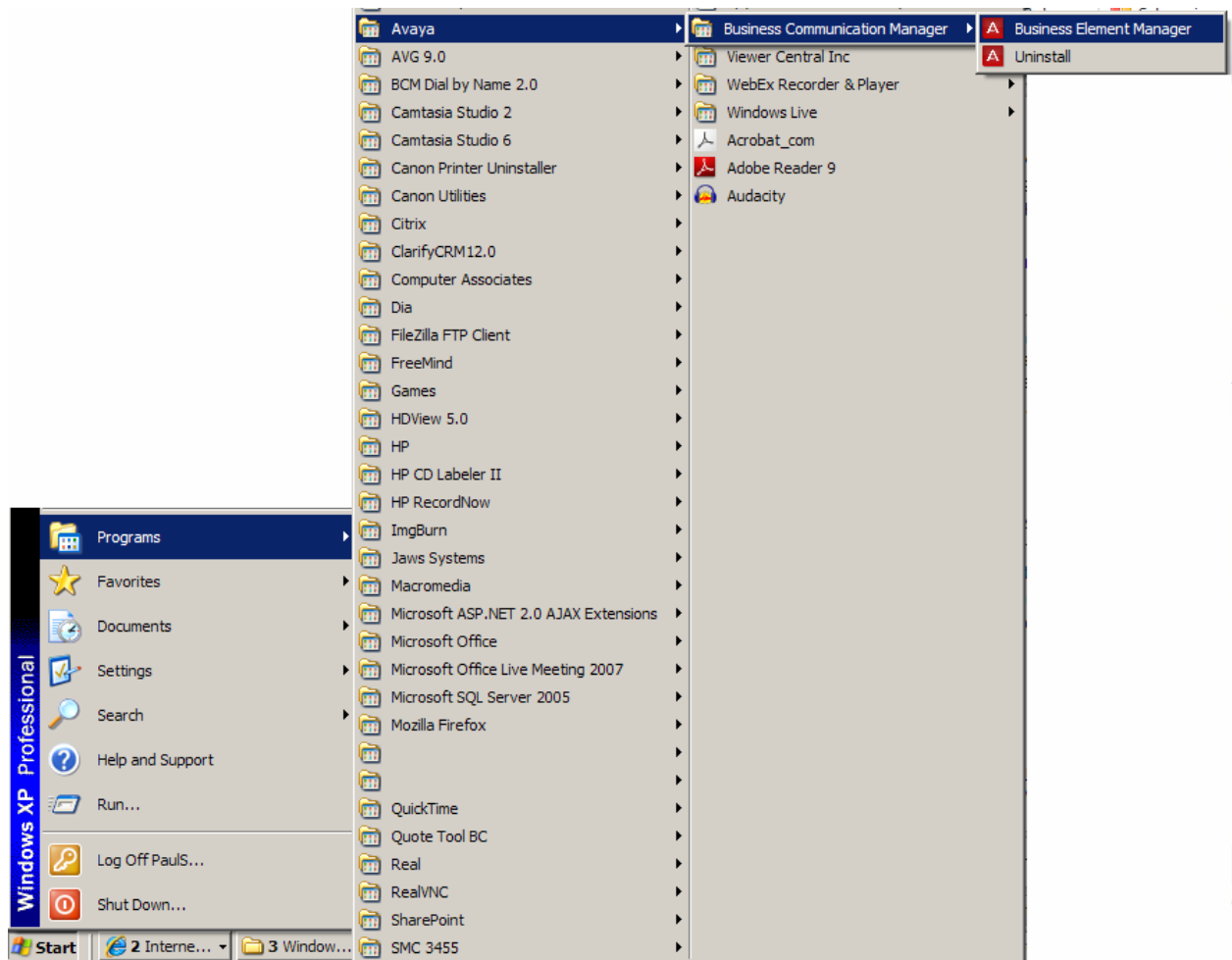
Use the following flowchart to setup and configure the Professional Call Recording feature:



## Accessing Element Manager

The setup and configuration of the Professional Call Recording feature is performed through BCM Element Manager. To access this application, follow the steps below.

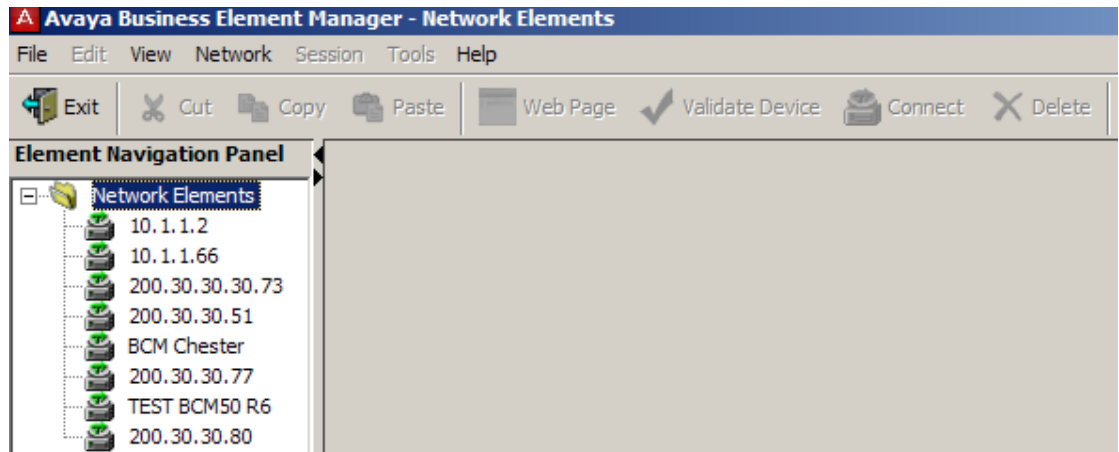
1. To access the Business Element Manager application from the Start Menu, navigate to **Start, Programs, Avaya, Business Communications Manager, Business Element Manager**.



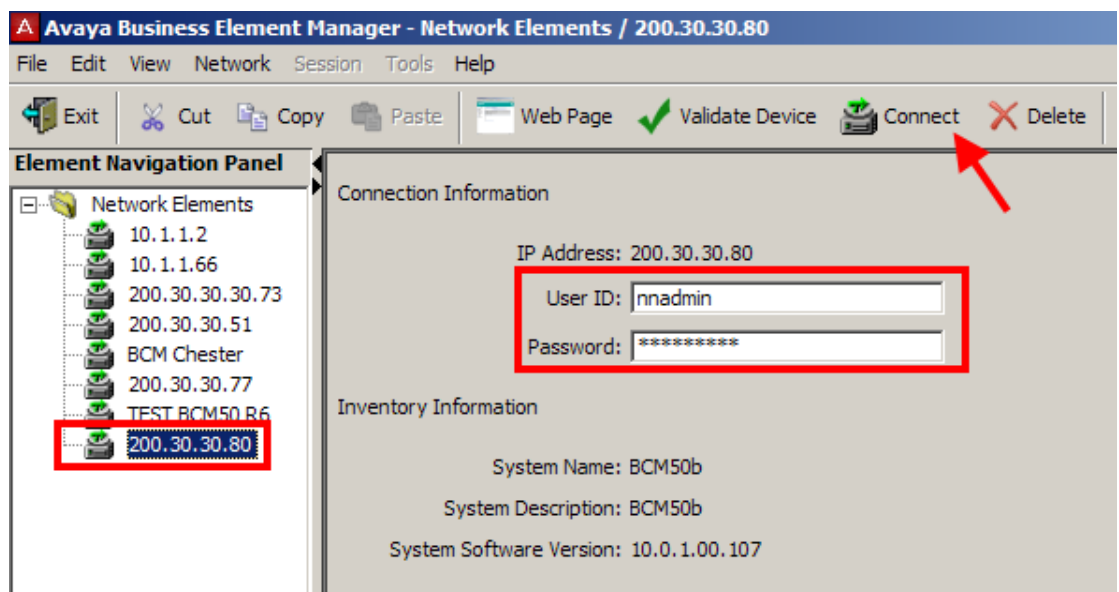
2. Alternatively, double-click on the **Business Element Manager** desktop icon.



3. You will be presented with the **Element Manager** interface.



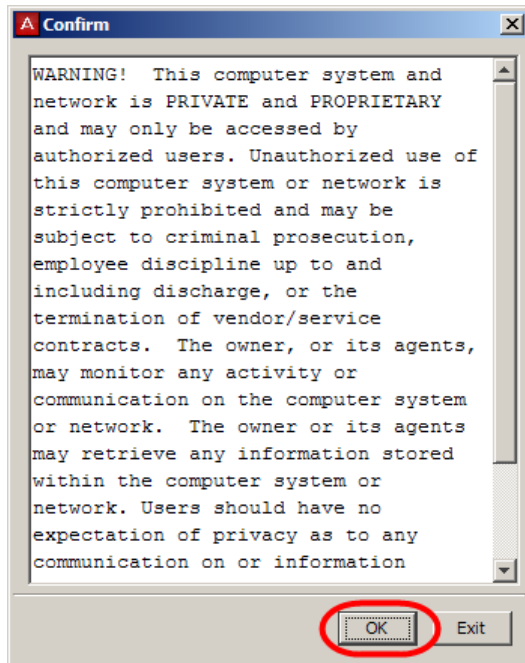
4. Open the **Network Elements** folder and select the IP Address of the BCM.



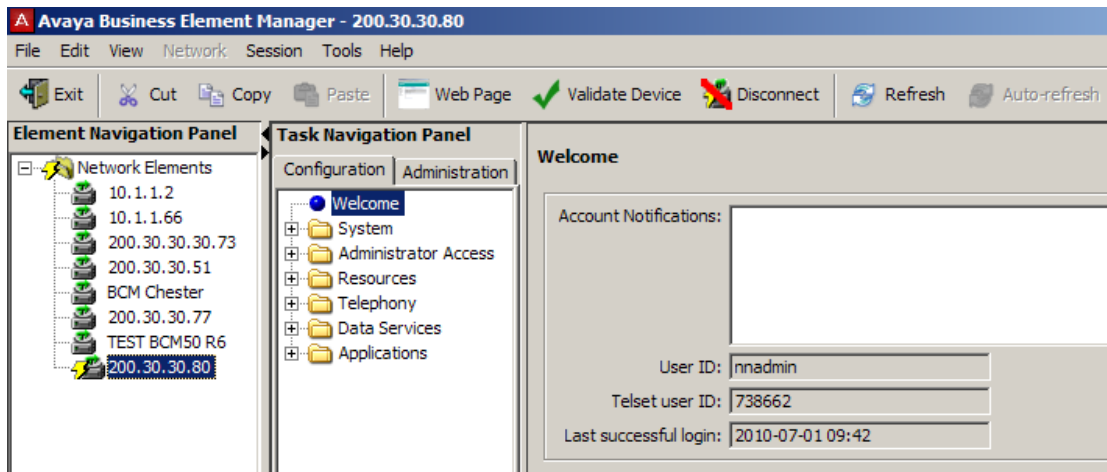
5. Enter the User Name of the BCM in the User Name field, by default this is **nnadmin**. Then enter the Password in the Password field, by default the password is **PlsChgMe!**. Click the **Connect** button.



- A warning screen will appear, read the warning and click **OK**.



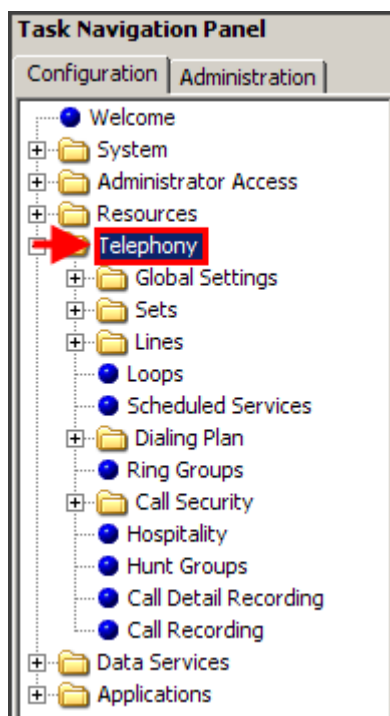
- You will be presented with the Element Manager interface.



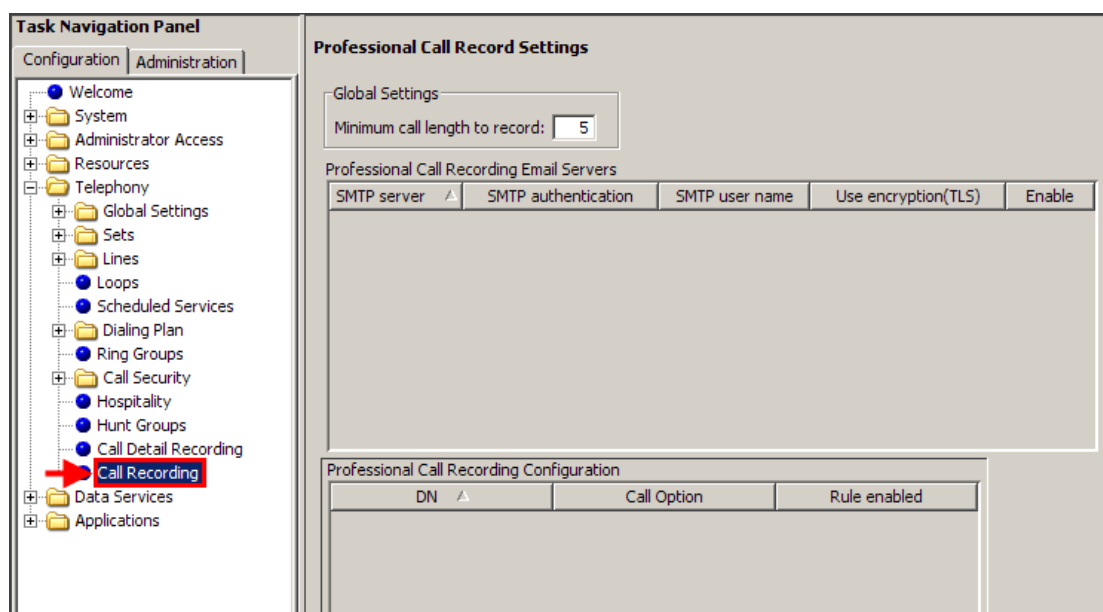
## Accessing Professional Call Recording Configuration

Once Element Manager is open, you can access the Professional Call Recording screen by:

1. Clicking on the **Telephony** menu.



2. Then, click on **Call Recording**.

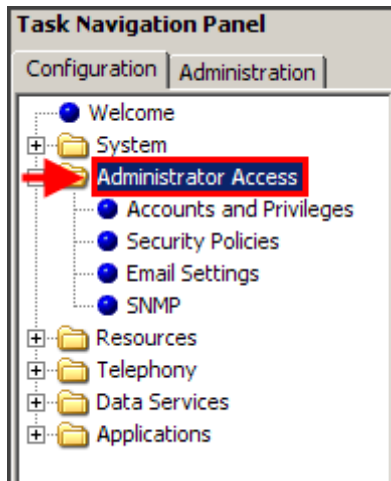


This page would contain any Email server details that you may wish to send recordings to, along with the configuration settings for the service.

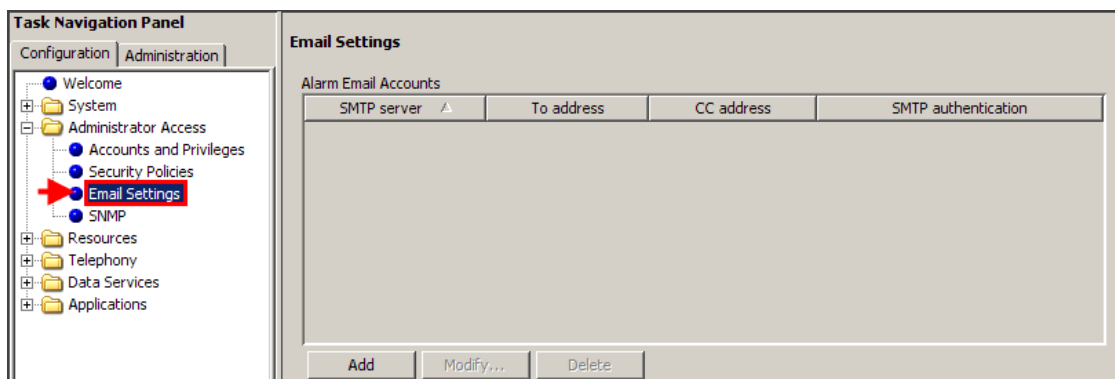
## Sending Recordings to an Email Account

To send any recorded calls to an Email account, you must first add the email server details into the Email Settings page within Element Manager. To do this, follow the steps below:

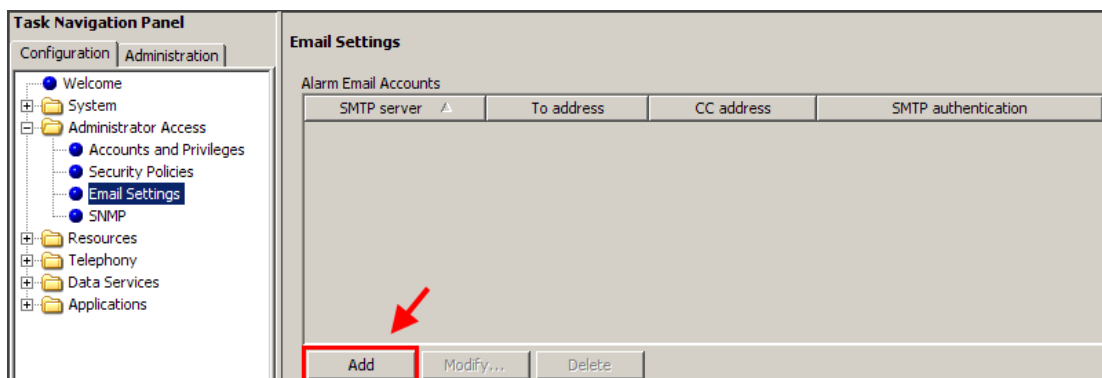
1. Click on the **Administrator Access** menu.



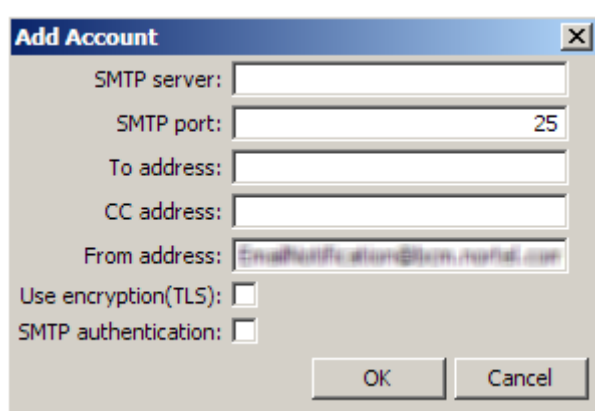
2. Next, click on the **Email Settings** option.



3. Click the **Add** button to create a new entry.

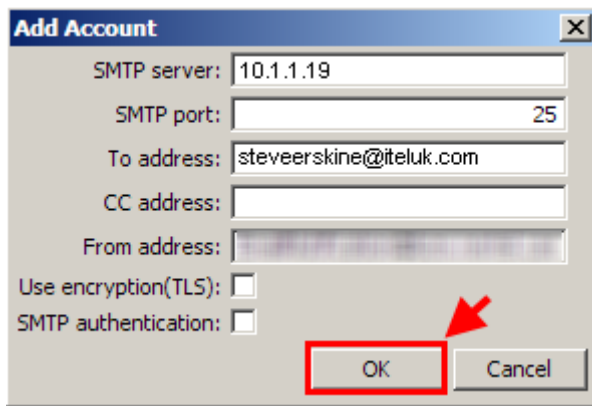


4. Fill in the following Email server details.



Attribute	Description
SMTP Server	Enter your Email servers domain name or IP address
SMTP Port	(Default 25) enter the port number to use
To address	Enter the Email address to use
CC address	Enter any CC Email address required
From address	This is populated by default but can be changed if required
Use encryption (TLS)	Select this option to use Transport Layer Security
SMTP authentication	Select if your email account/server requires log on credentials (this will create new fields for you to fill out with the relevant details)

5. Click **OK** to store the settings.



**Add Account**

SMTP server: 10.1.1.19

SMTP port: 25

To address: steveerskine@iteluk.com

CC address:

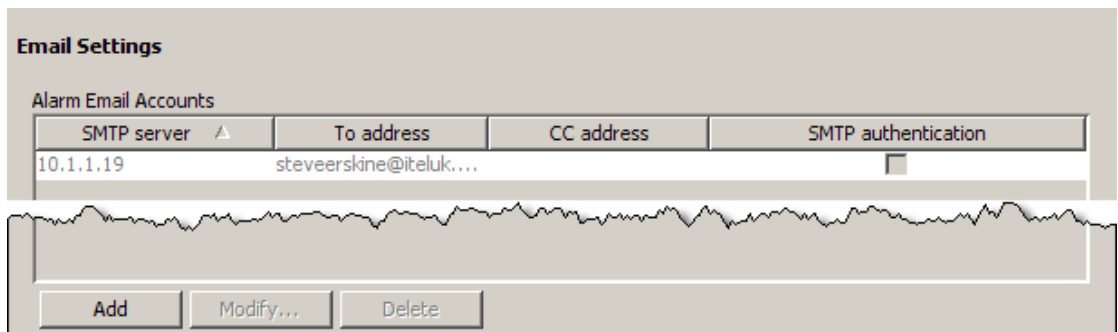
From address:

Use encryption(TLS):

SMTP authentication:

**OK** Cancel

6. Your new entry will appear in the Alarm Email Accounts box.



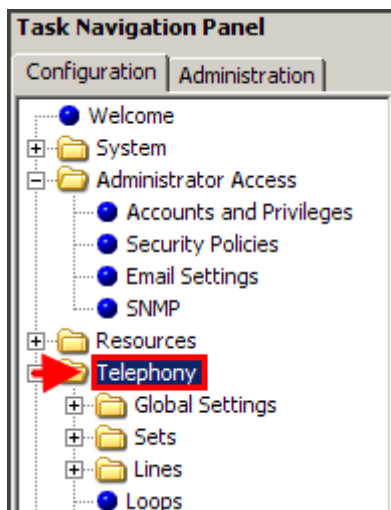
**Email Settings**

Alarm Email Accounts

SMTP server	To address	CC address	SMTP authentication
10.1.1.19	steveerskine@iteluk...		<input type="checkbox"/>

Add Modify... Delete

7. Next, go to the Telephony menu.



- Click on the **Call Recording** option.

**Task Navigation Panel**

Configuration Administration

- Welcome
- System
- Administrator Access
  - Accounts and Privileges
  - Security Policies
  - Email Settings
  - SNMP
- Resources
- Telephony
  - Global Settings
  - Sets
  - Lines
  - Loops
  - Scheduled Services
  - Dialing Plan
  - Ring Groups
  - Call Security
  - Hospitality
  - Hunt Groups
  - Call Detail Recording
  - Call Recording**
- Data Services
- Applications

**Professional Call Record Settings**

Global Settings

Minimum call length to record: 5

Professional Call Recording Email Servers

SMTP server	SMTP authentication	SMTP user name	Use encryption(TLS)	Enable
10.1.1.19	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

Professional Call Recording Configuration

DN	Call Option	Rule enabled
----	-------------	--------------

Add Modify... Delete Refresh

- Before enabling the server entry, click on the **Add** button under the Professional Call Recording Configuration box.

Professional Call Recording Email Servers

SMTP server	SMTP authentication	SMTP user name	Use encryption(TLS)	Enable
10.1.1.19	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

Professional Call Recording Configuration

DN	Call Option	Rule enabled
----	-------------	--------------

Add Modify... Delete Refresh

10. Now add all relevant details to the new Recording Rule entry.

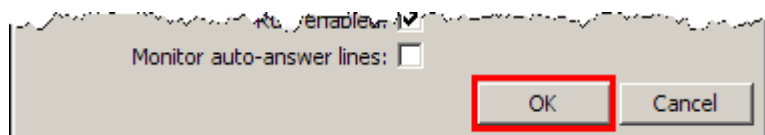
**Note:** As a minimum requirement you must enter a DN number and Email address to send the recordings to (if selecting Email as your preferred requirement).

### Add Recording Rule options

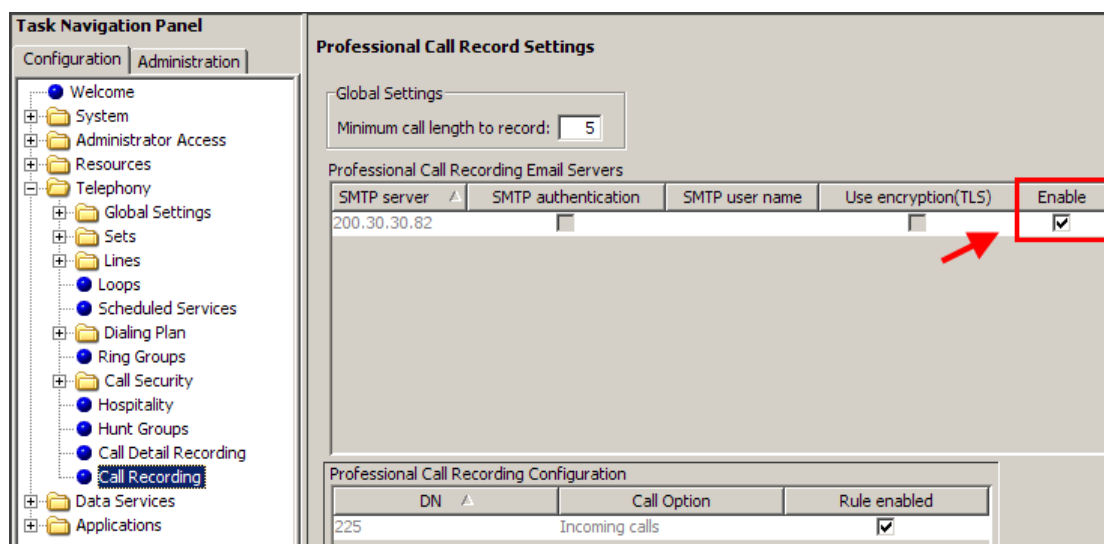
Attribute	Description
DN	Enter the DN of the set to be recorded, or the Meet-Me chairperson DN
Call option	Select from: <u>Incoming calls</u> – Any call received <u>Outgoing calls</u> – Any calls made by the set <u>All calls</u> – Any inbound or outbound calls/ conference calls <u>Conference calls</u> – Any conference calls <u>External calls</u> – Any external calls taken <u>Internal calls</u> – Internal calls received only <u>Manual</u> – Call recording is started by the user pressing Feature 995
Where to send recording	<b>Select Email to send recordings to an Email address as WAV files</b>
Computer (IP,port) or Email address	Enter the full Email address
Don't include key presses	If ticked this will exclude any key press sounds made during the call
Manual stop record behaviour	Select from: <u>Disabled</u> – Select to disable the manual stop feature (F996) <u>Abort recording</u> – Select to stop the current recording and send the portion recorded <u>Stop and keep recording</u> – Select to stop and discard the current recording
Follow call logic	Select from: <u>Disabled</u> – Record the initial call only <u>Follow call forwarded only</u> – Record the initial call and any forwarded action <u>Follow call</u> – Record the entire call even if forwarded or transferred
Call tracking only	Tick to only receive the call tracking information (no audio)

Attribute	Description
Enable and disable rule through F998	Tick to enable or disable the feature code used to turn on/off automatic call recording through a set
Rule enabled	Tick to enable the configuration settings to immediately take effect
Monitor auto answer lines	Tick this box to allow the system to monitor any auto-answer lines ( <b>Note:</b> when this feature is enabled the specific DN is ignored)

11. Once your details have been entered, click on **OK** to save the settings.



12. Finally, **Enable** (tick) the entry under the Professional Call Recording Email Servers box.



13. This rule means that any calls recorded for the DN you have entered will be sent to your specified email address.



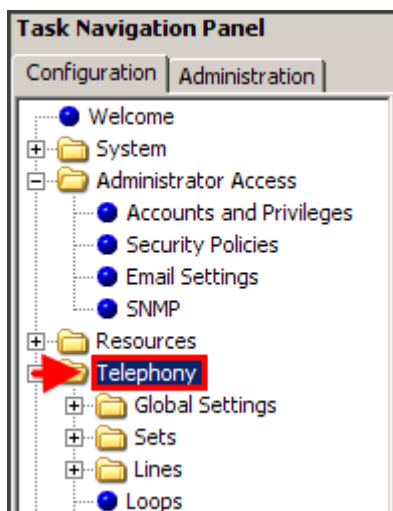
## Sending Recordings to a Computer

Call recordings can also be sent to a networked computer or server via RTP (Real Time Transport) streaming protocol. This option is reliant on you having an application running on the PC/server that can process the incoming information.

Configuration of these applications will not be covered in this guide, and any configuration assistance should be sought from the software vendor. This section will cover all steps necessary to configure the Professional Call Recording application to output any call recordings made to a specified (networked) PC or server.

**Note:** As previously mentioned, this requires a 3<sup>rd</sup> party application that is capable of capturing the audio data and storing it. Although the 3<sup>rd</sup> party application is currently un-available at the time of writing, a developer partner interface can be found at [www.avaya.com](http://www.avaya.com)

1. As previously covered, first click on the **Telephony** menu.



2. Click on the **Call Recording** option.

**Task Navigation Panel**

Configuration Administration

- Welcome
- System
- Administrator Access
  - Accounts and Privileges
  - Security Policies
  - Email Settings
  - SNMP
- Resources
- Telephony
  - Global Settings
  - Sets
  - Lines
  - Loops
  - Scheduled Services
  - Dialing Plan
  - Ring Groups
  - Call Security
  - Hospitality
  - Hunt Groups
  - Call Detail Recording
  - Call Recording**
- Data Services
- Applications

**Professional Call Record Settings**

Global Settings

Minimum call length to record:

Professional Call Recording Email Servers

SMTP server	SMTP authentication	SMTP user name	Use encryption(TLS)	Enable
10.1.1.19	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

Professional Call Recording Configuration

DN	Call Option	Rule enabled
----	-------------	--------------

3. Click on the **Add** button under the Professional Call Recording Configuration box.

Professional Call Recording Email Servers

SMTP server	SMTP authentication	SMTP user name	Use encryption(TLS)	Enable
10.1.1.19	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

Professional Call Recording Configuration

DN	Call Option	Rule enabled
----	-------------	--------------

**Add** Modify... Delete Refresh

4. Now add all relevant details to the new Recording Rule entry.

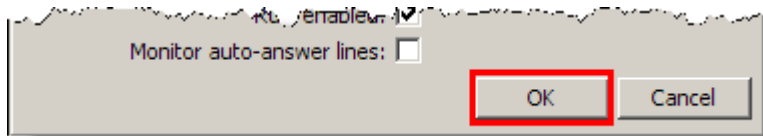
**Note:** As a minimum requirement you must enter a DN number, IP address, port and change the 'Where to send recording' option to computer (if selecting this as your preferred requirement).

### Add Recording Rule options

Attribute	Description
DN	Enter the DN of the set to be recorded, or the Meet-Me chairperson DN
Call option	Select from: <u>Incoming calls</u> – Any call received <u>Outgoing calls</u> – Any calls made by the set <u>All calls</u> – Any inbound or outbound calls/ conference calls <u>Conference calls</u> – Any conference calls <u>External calls</u> – Any external calls taken <u>Internal calls</u> – Internal calls received only <u>Manual</u> – Call recording is started by the user pressing Feature 995
Where to send recording	<b>Select Computer to send/ stream recordings to a networked computer or server</b>
Computer (IP,port) or Email address	Enter the networked computer details (IP address and Port number) for example <i>200.4.4.55,16384</i>
Don't include key presses	If ticked this will exclude any key press sounds made during the call
Manual stop record behaviour	Select from: <u>Disabled</u> – Select to disable the manual stop feature (F996) <u>Abort recording</u> – Select to stop the current recording and send the portion recorded <u>Stop and keep recording</u> – Select to stop and discard the current recording
Follow call logic	Select from: <u>Disabled</u> – Record the initial call only <u>Follow call forwarded only</u> – Record the initial call and any forwarded action <u>Follow call</u> – Record the entire call even if forwarded or transferred

Call tracking only	Tick to only receive the call tracking information (no audio)
Enable and disable rule through F998	Tick to enable or disable the feature code used to turn on/off automatic call recording through a set
Rule enabled	Tick to enable the configuration settings to immediately take effect
Monitor auto answer lines	Tick this box to allow the system to monitor any auto-answer lines ( <b>Note:</b> when this feature is enabled the specific DN is ignored)

5. Once your details have been entered, click on **OK** to save the settings.



6. This rule enables all recorded calls to be streamed to your selected PC or server.

## Setting up Manual Call Recording for a DN

Manual call recording can also be setup should you not wish to record calls automatically. This may be particularly useful if storage space is limited. Manual recording is managed through the following feature codes:

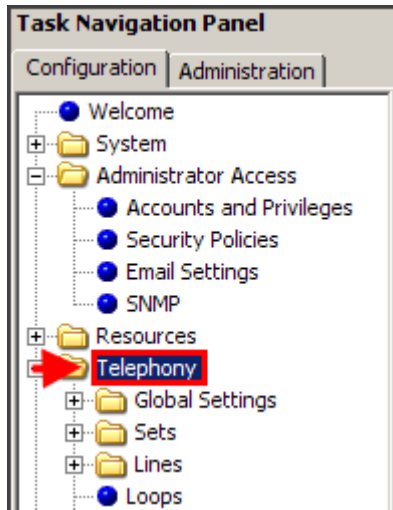
- Start Professional Call Recording F995.
- Stop Professional Call Recording F996.
- Add a time marker to the call F997.
- Enable/Disable automatic call recording F998.

### ***Manual Call Recording Scenario***

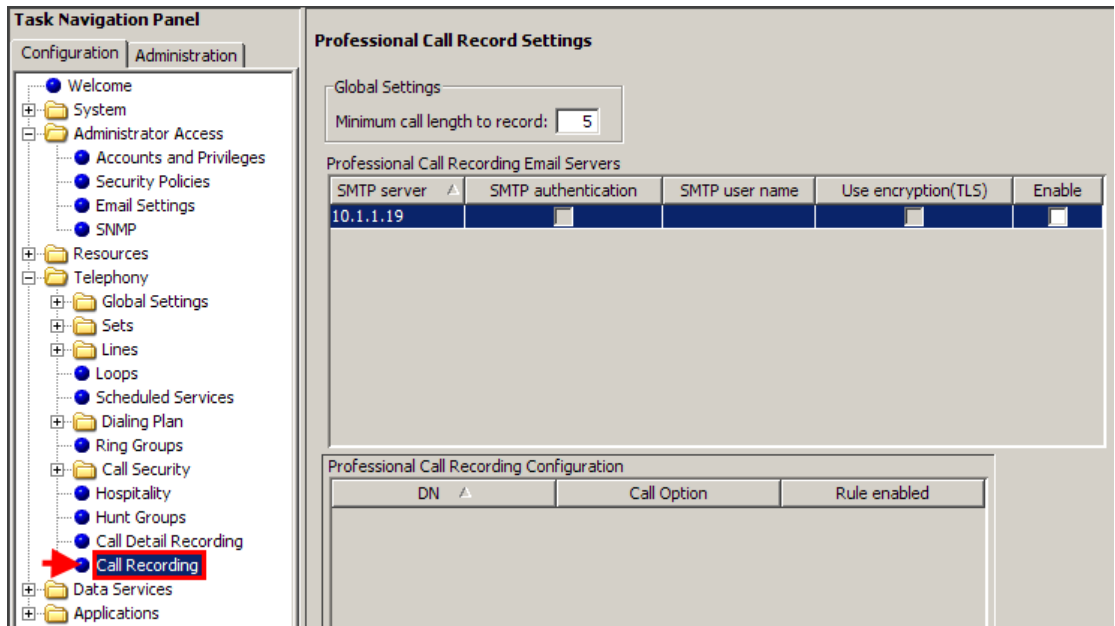
Manual call recording is performed by the user on the DN set by using the specified feature codes. A simple scenario would be:

- a) A call is taken on DN 225.
  - b) The user wishes to record the call and presses F995 on the keypad of the set to trigger the Professional Call Recording feature.
  - c) Once the call ends the user presses F996 to stop the recording.
  - d) Depending on the setup, an email will now be generated from the BCM with the call attached as an audio file (WAV) and sent to the specified address.
- Or
- e) The call is streamed to the relevant application running on your specified (networked) PC or server.

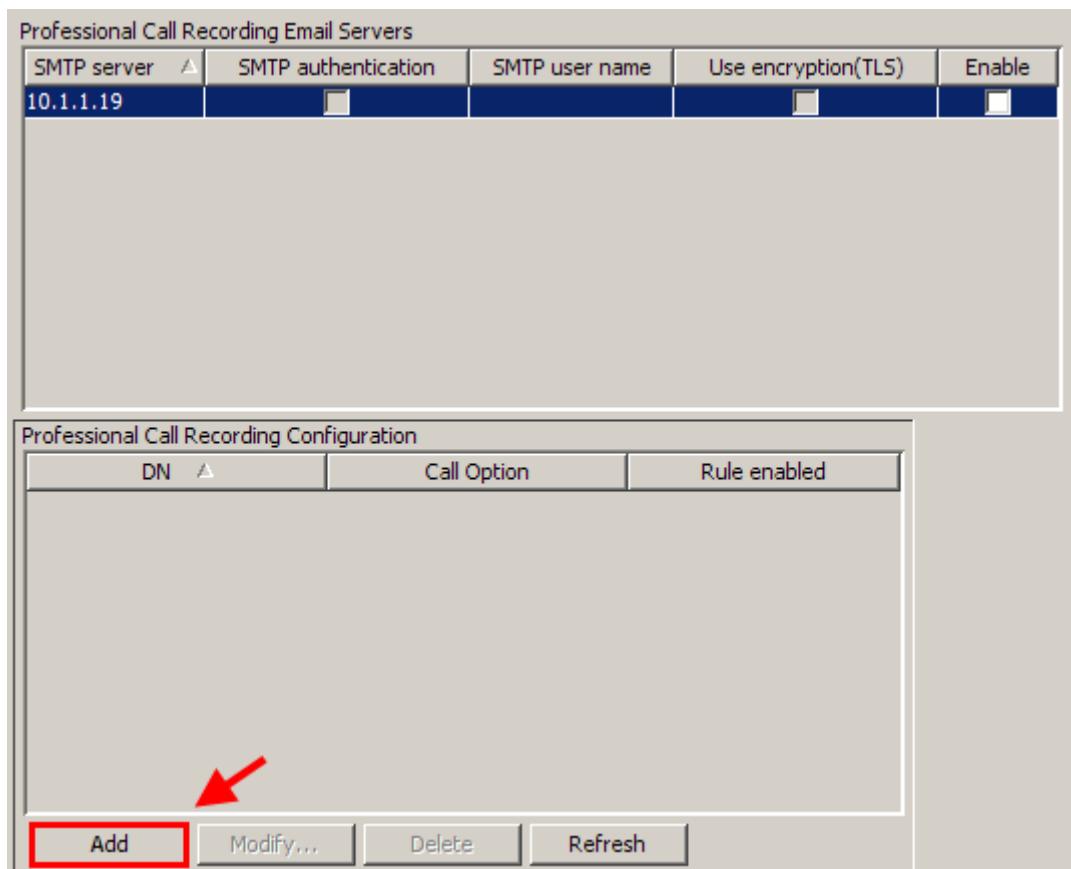
1. As previously covered, first click on the **Telephony** menu.



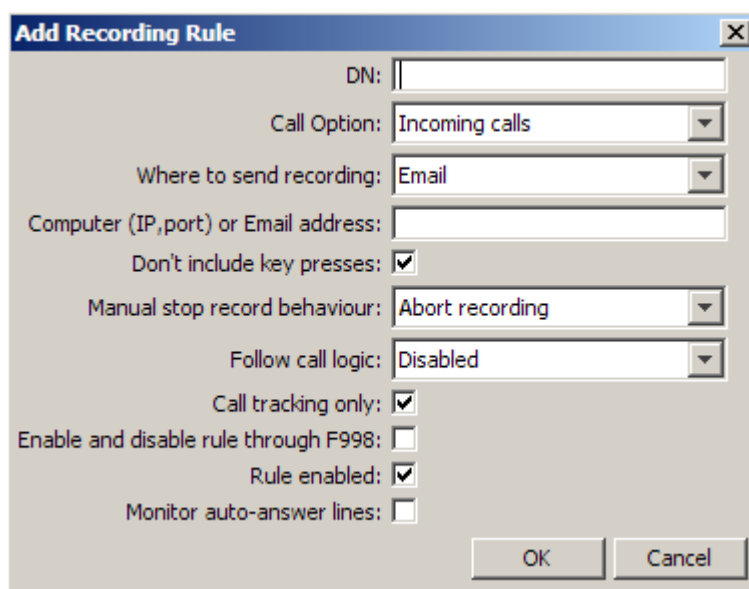
2. Click on the **Call Recording** option.



- Click on the **Add** button under the Professional Call Recording Configuration box.



- Now add all relevant details to the new Recording Rule entry.

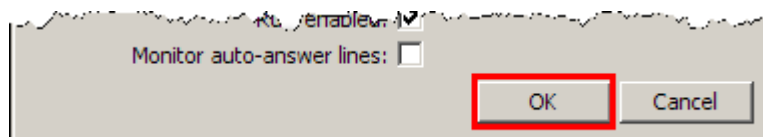


**Note:** As a minimum requirement you must enter a DN number, Change the 'Call option' to Manual and enter a destination Email address or networked computer IP address and port for this rule.

**Add Recording Rule options**

Attribute	Description
DN	Enter the DN of the set to be recorded, or the Meet-Me chairperson DN
Call option	<b>Select Manual through F995– Call recording is controlled by the user utilising the relevant feature codes</b>
Where to send recording	Select either Computer or Email
Computer (IP,port) or Email address	Enter the networked computer details (IP address and Port number) for example <i>200.4.4.55,16384</i> or the relevant Email address
Don't include key presses	If ticked this will exclude any key press sounds made during the call
Manual stop record behaviour	Select from: <u>Disabled</u> – Select to disable the manual stop feature (F996) <u>Abort recording</u> – Select to stop the current recording and send the portion recorded <u>Stop and keep recording</u> – Select to stop and discard the current recording
Follow call logic	Select from: <u>Disabled</u> – Record the initial call only <u>Follow call forwarded only</u> – Record the initial call and any forwarded action <u>Follow call</u> – Record the entire call even if forwarded or transferred
Call tracking only	Tick to only receive the call tracking information (no audio)
Enable and disable rule through F998	Tick to enable or disable the feature code used to turn on/off automatic call recording through a set
Rule enabled	Tick to enable the configuration settings to immediately take effect
Monitor auto answer lines	Tick this box to allow the system to monitor any auto-answer lines ( <b>Note:</b> when this feature is enabled the specific DN is ignored)

5. Once your details have been entered, click on **OK** to save the settings.



6. The set owner will now be able to manually record calls to your specified location.

**Note:** If you have opted to send your recordings to an email address, you must still set the Email server up in the Email Settings section of Element Manager (see the Sending Recordings to an Email Account section of this guide for more information).

**Note:** If you have opted to send your recordings to a networked PC or server, you must have an application configured and running that can receive the incoming information.

## Service Limitations

- You require reliable network connectivity to the storage media.
- Mail servers should be configured to handle large messages; call recordings can use approximately 480Kb of storage space per minute of audio recorded. Professional Call Recording will not limit the email size or store recordings for later retrieval, in this instance the email may be lost or not forwarded by the email server. Professional Call Recording will also not store the recording for later recovery in case the email is not forwarded by the email server.
- The professional call recording will be terminated if the BCM no longer has visibility of the call due to trunk optimizations.
- When recording IP set to IP set, or IP set to IP trunk calls, should the recording output be transmitted through an email (and the codec is not G.711) - only the call details are provided in the email.
- Avaya does not provide the legal notification of the recording over DISA/ AUTO DN.
- This feature does not support silence suppression.
- Manual recording through feature invocation from analog sets is not supported.
- Recording of HUNT group DNs or skill set DNs are not supported.
- Recording of trunk-to-trunk tandem calls that do not originally terminate on a DN is not supported.
- Professional Call Recording will not record Find Me/Follow Me calls that have been answered on an external telephone number; unless a recording rule is set up on the trunk line that this call is using.
- Professional Call Recording will not track calls that are handed off when using the Find Me/Follow Me feature.



## Avaya Documentation Links

- Configuration - Telephony

